Meeting Processes
Subject to Change

Simone Bellamy, MA, LT

Chief of Staff and Asst. Corporate Secretary
Saint Peter's Healthcare System

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Let's Get Started

Background

- Worked with **8** Presidents in healthcare and/or higher education

- Managed **100** board-related meetings a year

- Currently managing

    - **1** System Board
    - **6** Committees
    - **3** Subsidiary Boards
    - **10** Affiliate Entities
    - **6** Administrative professionals supporting the C-Suite

Photo Credit: Armando Diaz

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Let's Get Started

Who's in The Room?

- Governance professional tenure?
- How many meetings per year?
- How many boards supporting?
- Which board portal platform?
- MS Suite or Google Suite?

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Let's Get Started

Change is Constant

- Transition from one organization to another

- New technology

- Growth and/or crisis

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Responding to Change

Just Pivot

- Changed meeting execution methods

- Adopted new technology to increase productivity

- Automated various workflows

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Meeting Calendars

"If you don't know where you're going you'll end up someplace else."

—Yogi Berra

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Meeting Calendars

Front Loading

- Automate actions
- Communicate meeting commitments
- Improve information exchange

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Meeting Calendars

Calendar Invites

Schedule Board and Committee meetings for the entire year:

- Outlook
- Google Calendar
- Board Portal

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Meeting Information Exchange

Committee Leads

Schedule information submission dates on the calendars of VP's, consultants, and assistants for an entire year in advance
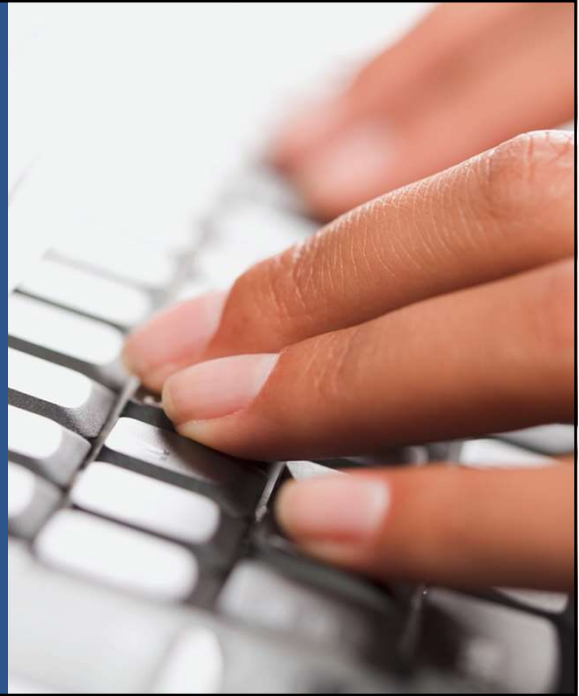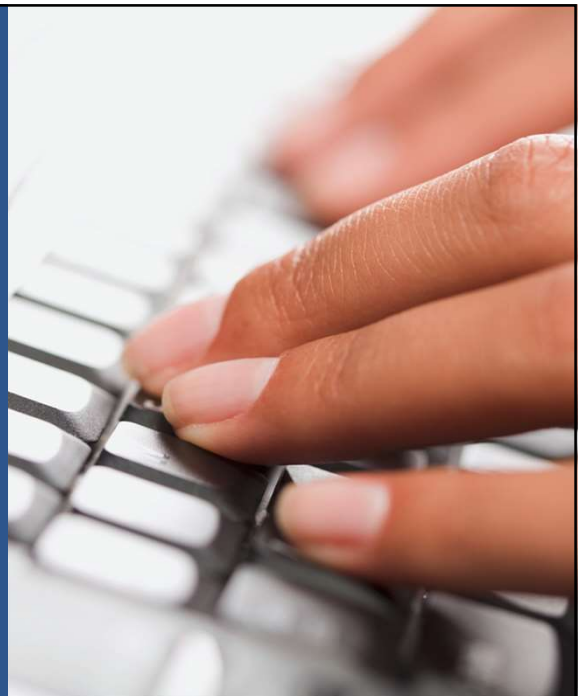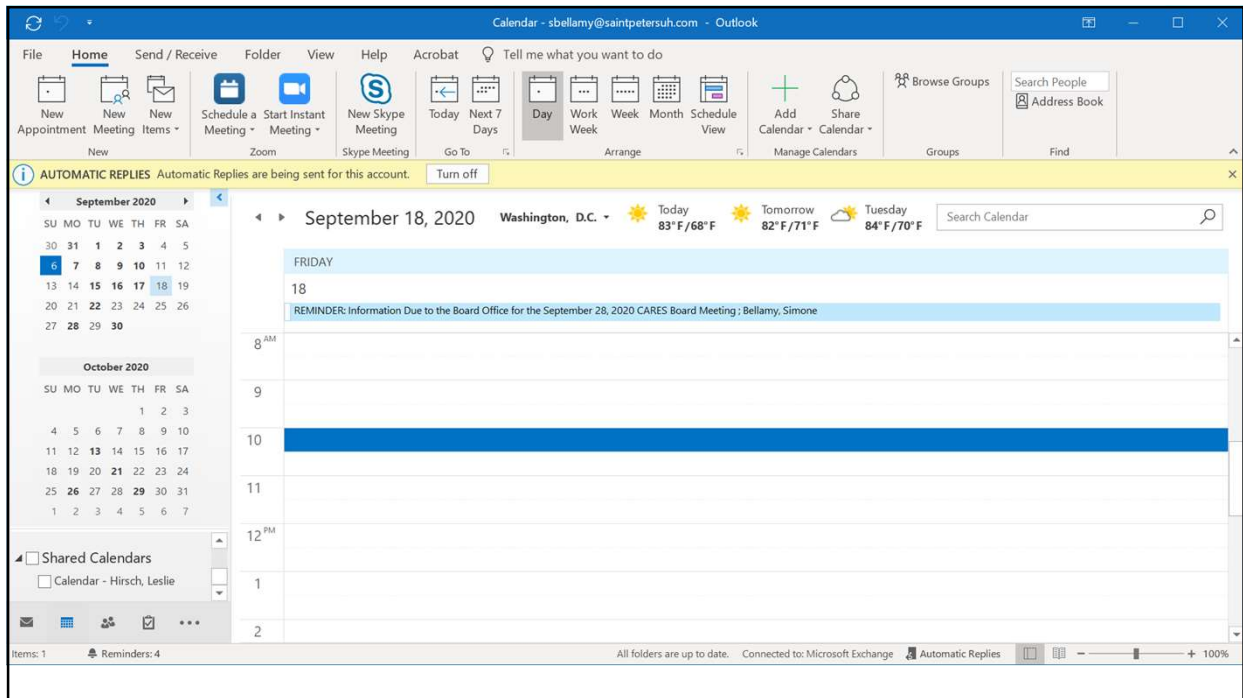
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Meeting Information Exchange

Advanced Notifications

Board Meeting: **2.5 weeks**

Committee Meetings: **10 days**

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Meeting Reminders

Email Templates

- Meeting Reminders
- Submission requests
- Birthday ecards

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Meeting Reminders

Delayed Email

- Board and committee communications
- Birthday messages
- Trustee anniversaries

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Meeting Book

Style Guides

- Provide style guide standards and link to available tools

- Use standardized font style / size:
  - Body: Arial 12pt
  - Header: Arial 14pt

- Invest in Adobe Pro version to convert and modify files

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Meeting Minutes

Speech to Text

- Increased productivity
- Constant coverage
- Otter.ai (tool of choice)
- Zoom integration

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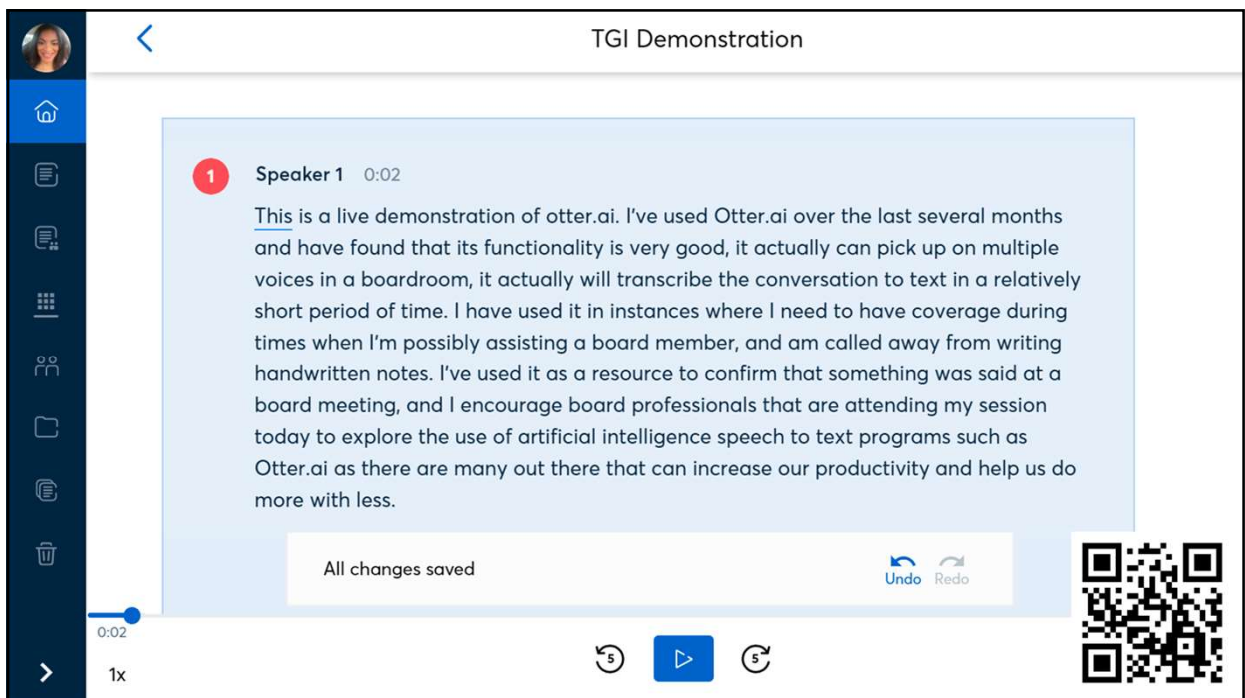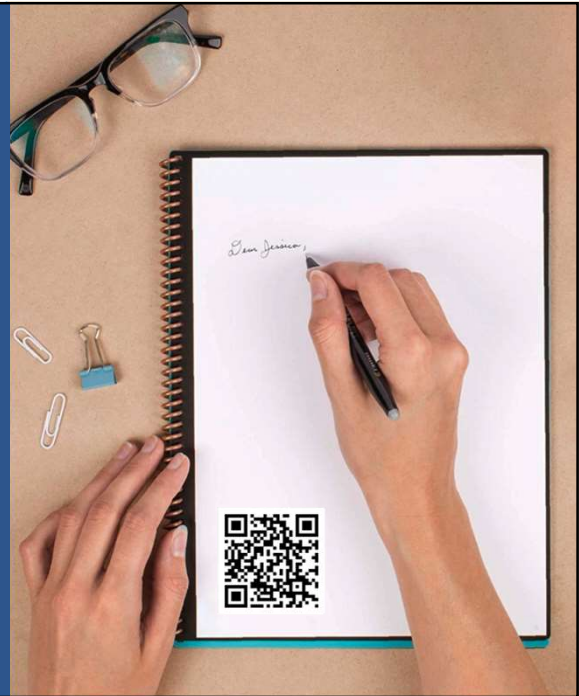Meeting Minutes

Smart Notebook

- Rocketbook
- Cloud integration
- Retention
- Archival
- Reduce costs
- Reduce paper

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Member Experience

Cloud App

- Create screenshots
- Annotate images & screenshots
- Create screen recordings

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Member Experience

Arrival Windows

- Launch 25 minutes prior to start
- Resolve issues before start
- Provide 15 minute advance notice email

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Member Experience

PDF Board Book

- In case of technical issues
- Attached to reminder email
- **Pro Tips:**
  - Single document
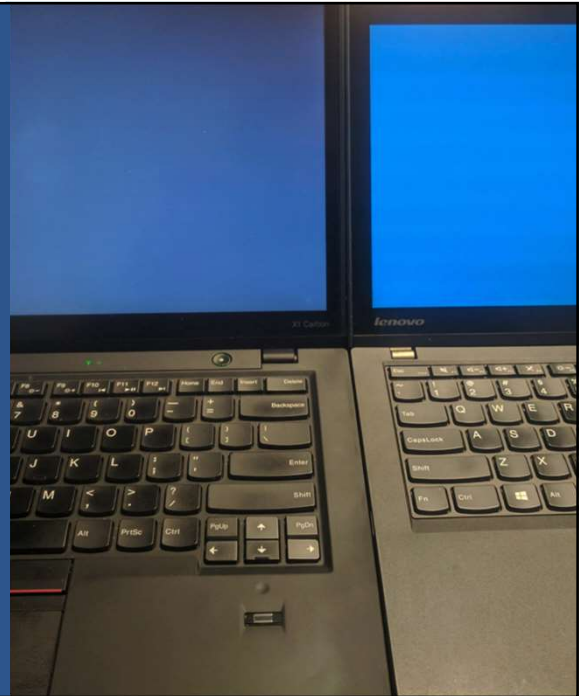 - Bookmarks
  - Table of contents
  - Reduce file size

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Let's Connect

✉ sbellamy@saintpetersuh.com
in Simone Bellamy
🐦 @sesbellamy

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